

SANTA ROSA COUNTY

**COMPREHENSIVE
EMERGENCY MANAGEMENT
PLAN (CEMP)**

ANNEX A:

RECOVERY FUNCTIONS

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I. INTRODUCTION

Following a disaster many critical post-disaster concerns will have to be addressed. Resolution of these issues will require a coordinated local, state and federal effort. The SRCCEMP establishes a detailed framework of government efforts to restore essential public and social services after a disaster. The SRCCEMP provides guidance and priority to focus the recovery efforts to best receive and administer disaster aid and programs.

The recovery from isolated disasters is normally within the capability of Santa Rosa County and municipal governments. Any outside assistance that might be required is requested from the next higher level of government only after the jurisdiction fully commits its own resources to the recovery process. The situation changes drastically when a major disaster which causes widespread destruction such as when a hurricane occurs. This type of disaster quickly outstrips the total capability of any single municipality, the County or state to recover without federal disaster assistance to both individuals and governments. The general concept for recovery operations in Santa Rosa County is based upon a coordinated effort of municipal, county, state, federal and private resources during this phase.

The Federal Response Plan and State of Florida Comprehensive Emergency Management Plan detail the federal and state efforts to aid Santa Rosa County if disaster strikes. Refer to these plans for an explanation of post-disaster response and recovery efforts.

This section outlines the local organizational framework, applies resources, specifies guidelines and priorities to receive and administer disaster aid. This aid includes government/private relief agencies and individual efforts and donations. The county logistics challenge includes providing immediate life sustaining supplies, restoring lifelines, implementing recovery programs to restore normalcy.

Recovery is not conducted in a vacuum. The vast amount of recovery efforts will stem from the private sector. The goal of county government is to:

- A. Provide life safety needs.
- B. Assure continuity of government services.
- C. Expedite access to disaster areas by relief agencies.
- D. Facilitate comprehensive and expedited planning and permitting for condemnation, removal and reconstruction.

- E. Ensure the availability of adequate communications.

Recovery efforts built around mitigation provide a positive means to eliminate and reduce the impact of future disasters. Incentives to promote mitigation actions during the recovery period prevent duplication of efforts to contribute to the overall recovery scheme.

F. Recovery Coordination: The EOC remains the single point of contact for coordinating team arrivals, landing zones, staging areas and designating operating locations. ESF 5 is the emergency support function to plan, organize, recommend and monitor team arrival and departures. ESF 5 also makes recommendations to the Incident Commander concerning the preferred team operating locations. Arrival of airborne teams requires coordination with ESF 13, Military Support, to coordinate airport facilities and users of potential operating locations.

II. GENERAL

A. Responsible Agency: Santa Rosa County Department of Public Services, Division of Emergency Management is responsible for the coordination of disaster assistance programs for the county. Many other agencies will provide key and essential services to the recovery effort, especially the Santa Rosa County Department of Public Works that provides or contracts for a major portion of the recovery effort.

B. Record keeping: In order to be eligible for federal disaster assistance funding, the County, municipalities and eligible private non-profit entities must maintain adequate disbursement and accounting records of the costs incurred on approved disaster work for reimbursement and so that the documentation required by state and federal audit can be made available. All expenses incurred as a result of the disaster within 44 CFR Subpart H are reimbursable if they are documented. All departments/agencies must begin documenting personnel and supply expenses as soon as response begins. Specific record keeping procedures are further outlined in the State of Florida Resource and Financial Management Policies and Procedures for Emergency Management, Approved 9/18/00.

C. Immediate Post-Disaster Priorities (0-12 hours): The highest priorities in the immediate post-disaster period are:

1. Assessing the Magnitude and Severity of the Disaster: The Preliminary Damage Assessment provides critical post-disaster information. Every agency has a responsibility to report damage information. The first damage reports may be obtained by various means including observation points throughout the County. ESF 5 is the county single point of contact for receiving

Damage Assessment Reports and determining the disaster magnitude. The Geographic Information System (GIS) located at Computer Department will provide analysis support for damage assessment when implemented. This system will provide a graphic depiction of damage levels as well as assist in monetary damage assessments. As damage information is received, the Property Appraiser uses computer analysis to determine dollar cost damage and mapping. The Property Appraiser Office has assigned teams of County personnel and is reinforced with county personnel and out-of-county mutual aid to perform a "structure by structure" assessment. GIS will provide mapping and data base support. This support is predicated on survival of the GIS system located in the Administrative Complex. If GIS cannot support the damage assessment, out of county support using back-up tapes is possible but not timely. If support is lost, ESF 5 and the Property Appraiser Office will use manual methods using existing map resources. ESF 5 produces a preliminary damage assessment for the state EOC Situation Report and other government agencies.

2. Determine the Search and Rescue and Medical Needs: ESF 8 and 9 assesses the needs to support mass casualties, immediate health issues and search and rescue needs. The Santa Rosa County Health Department and Santa Rosa County Fire Chief's Association are lead agencies in this assessment. Estimating the immediate medical, search and rescue and medical facilities status is required. This information is obtained by coordinating information from ESF 5, Situation Reports, public requests for services and other response agencies. This information is included in the state Situation Report.

3. Assess Damage Impact on Critical Facilities: ESF 5 determines the operational status of Critical Facilities and other lifeline assets. Using the state provided Critical Facilities program, a database of such facilities is determined before a disaster. The criticality is determined and community impact in case of loss is determined. This information is shared with the state for input into the state database and is available in the Santa Rosa County Division of Emergency Management. Maps produced with these locations facilitate the damage assessment by the Rapid Impact Assessment Team (RIAT). This assessment is needed immediately for area access, life safety, health and lifelines (electric power, water, sewage, telephone). This assessment differs from the Property Appraiser in that identifying Critical Facilities inside the disaster area is needed to prioritize the relief efforts. Santa Rosa County has over 600 facilities and locations that have been determined to be critical in support of post-disaster efforts. Using the Critical Facilities Database, ESF 5 identifies degraded facilities and assesses the community impact. This information is relayed via situation report to the state EOC.

4. Determine Communications Status: Emergency agencies must be able to communicate during disaster. The minimum level of communications during a disaster is the ability to communicate, by any

means, with the agencies in the County, surrounding counties and the state EOC. Should all communications fail in Santa Rosa County, the Amateur Radio Emergency Service (ARES) located at many locations in the county including shelters/evacuation centers and hospitals will establish a radio/data link. A wide variety of communication means is available. HF/UHF/VHF radio/satellite links provide the bulk of communication potential. Telecommunications links using Public Exchange, cell/tower systems and satellite telephone provides an extremely reliable means of communication. Immediately after a disaster, ESF 2 conducts a survey of communications status and operational status.

5. Establish Direction and Control: Depending on the disaster magnitude, the official-in-charge may range from an Incident Commander to the Board of County Commissioners. Establishing lines of authority immediately in the post-disaster phase helps coordinate the relief effort. Competing efforts by department heads, elected officials and municipal and county jurisdictional overlap require that this issue be addressed. The Emergency Operations Center is the focal point for disaster policymaking, decisionmaking and execution of published emergency plans and policy decisions. Chapter 9 of the Santa Rosa County Code of Ordinances addresses these issues. The Director of Emergency Management assumes the primary role in disaster operations subject only to the Board of County Commissioners.

D. Immediate Post-Disaster Priorities (12-48 hours):

1. Critical issues in the 0-12 hour time frame continue to be addressed to completion. When adequate attention is assured, new recovery priorities begin to emerge.

2. Medical and Search and Rescue Priorities: During a disaster, calls for medical services may have queued. In areas without communications, additional service demands will stress the medical response resources. This may require developing a priority system by ESF 4, 8 and 9.

3. Access to County: Determine roadway and bridge status. Debris removal will severely impact the ingress of relief teams.

4. Infrastructure: Assess water supply, electric power and telephone status.

5. Damage assessment: This process will continue for days and continually be refined to include damaged/destroyed structures, dollar cost estimates, etc.

6. This assessment during the first few hours post-disaster will lead into the short-term disaster period where outside teams work their way

into the stricken area. The first to arrive (disaster + 12 hours), if not already in place, is the SERT. The RIAT will arrive soon afterwards if a suitable landing site is determined. The RIAT and local Damage Assessment Team reports will determine the immediate needs for relief and are reported to the state EOC. From this assessment, life safety and lifeline needs begin to be met. Access into and within the stricken area is important for Strike Teams; utilities repair assets and relief agencies and is accomplished in accordance with the SRC Re-entry Plan (Appendix 9 to Annex C of this Plan). Debris clearance by local and outside sources begins.

E. Public Information and Education Programs

1. Information from local and state resources regarding the recovery shall be submitted to ESF 14 - Public Information and the Public Information Officer (PIO). The PIO shall be responsible for appropriate preparation of given information. In some cases, approval by the Emergency Management Director may be appropriate before public dissemination of information.

2. Radio, television, flyers/bulletins, newspapers and other means will be used to distribute information to the populace. Points of distribution for written materials can include all governmental (county and municipal) offices, fire stations, comfort stations, grocery/convenience stores, gasoline stations and other means deemed appropriate by the PIO.

3. Distribution of written information can be accomplished utilizing staff services of numerous supporting and primary agencies of the ESF. The PIO may utilize volunteers registered with ESF 15 – Volunteers and Donations for door-to-door outreach to disaster-affected areas.

4. State of Florida and federal entities shall be asked to coordinate their publicity efforts with those of ESF 14 - Public Information in order to keep public confusion during recovery to a minimum. This will also enable county resources and volunteer service agencies to coordinate their efforts in a unified manner.

III. RECOVERY FUNCTIONS

A. Damage Assessment Functions

1. General: Recovery efforts to an emergency will be based upon the assessment of lives impacted, public and private property losses, the reports of actions taken to alleviate the situation and the expenditures committed to that effort. In order to determine the magnitude of the emergency and the degree of assistance necessary, the recovery team at the EOC must have information concerning property damage and operational costs as soon as

practicable after the emergency occurrence. It is this initial assessment that indicates the necessity for outside assistance, to include the possible request for a Presidential Disaster Declaration.

2. Preliminary Damage Assessment: As the disaster diminishes, a damage assessment is needed to quickly assess the life safety needs, magnitude of the disaster and eligibility for state and federal aid. Damage assessment is accomplished in phases. The first is the Preliminary Damage Assessment (PDA) that scans the affected area to determine the width and breadth of damage. It looks at critical facilities to determine the immediate and life safety needs. The PDA begins immediately after the incident occurs. The PDA determines whether more detailed damage assessments are necessary and identifies those areas where further efforts should be concentrated. The PDA is reported to the Santa Rosa County Emergency Operations Center (EOC) within twelve hours of the emergency occurrence by all County departments, municipalities and eligible private non-profit agencies.

3. Primary and supporting agencies performing their functions under the ESF will serve as damage assessment personnel in the field who report information to the EOC through mechanisms specified in each ESF. Formal arrangements of Disaster Assessment Teams (DAT) will be made by the Emergency Management Director based upon the magnitude of the disaster and the level of involvement of the primary and supporting agencies within the EOC and field.

a. ESF - 3 describes responsibilities of recovery regarding infrastructure and engineering within the county.

b. The County Property Appraiser and staff will be responsible for assessing damage to individual properties, including preliminary financial/economic loss to the tax base of the county. Following a disaster involving property damage, the Emergency Management Director may request assistance from the County Property Appraiser regarding tax base impact. The Emergency Management Division will direct that office regarding priorities based on damage estimates and reports received at the EOC.

c. County Building Inspectors will be utilized in terms of physical damage to real property. Following a disaster involving property damage, the Emergency Management Director may request assistance from the County Building Inspection Department regarding tax base impact. The Emergency Management Division will direct that office regarding priorities based on damage estimates and reports received at the EOC.

d. Emergency Management Division staff will also be involved with overall assessment of damage. Motor vehicles and walk-through will be the primary methods of damage assessment. In addition, aircraft may be

used when widespread disasters occur within the county. In some cases, watercraft may be used on rivers or along coastal areas. Methods of assessment will be dependant upon location of damage and disaster, access, and safety.

e. The Emergency Management Director or his designee will make coordination with state and federal agencies. The county will be dependant on state resources for large-scale disasters and for staff regarding assessment of economic impacts to the region.

f. All agencies in the field are expected to provide verbal information to the ECO via appropriate ESF liaisons or to Emergency Management Division staff on a regular basis. Such information will be processed through ESF 5 - Information and Planning and response made accordingly. Situation reports will be provided regularly to those staffing the EOC and to state and federal recovery/mitigation operations.

4. The Damage Assessment Officer will conduct an aerial assessment of the County for an overall picture of the damage. If possible, a digital video and still photograph record will be made for use in compiling the Preliminary Damage Assessment. From the Preliminary Damage Assessments and aerial assessment, a "quick dollar estimate" of the damages will be derived based on certain presumptions and assumptions pre-determined by the recovery team in the Santa Rosa County EOC. The team will also use property values from the Property Appraisers files and standard rates for labor and equipment.

If the Preliminary Damage Assessment indicates that the damage is severe and widespread, a declaration of a State of Emergency may be possible without a detailed written damage assessment. In that case, state and federal teams may be dispatched to assist in completing the damage assessment. This provides the quickest though least detailed damage assessment. This is provided in two ways, the "Flyover" or "Windshield Tour"; both may be conducted simultaneously. The flyover is provided by the state Rapid Impact Assessment Team (RIAT) using helicopters, fixed wing aircraft and satellites. Response forces and local RIAT accomplish the Windshield Tour. As damage is reported, ESF 5 aggregates it in the EOC. If the Flyover is not possible, the county will rely on a Windshield Tour to provide the immediate damage assessment.

As this information is collected and evaluated, the damage assessment picture begins to form. This information using State Damage Assessment Forms, Situation Reports and other means is shared with State and Federal officials as needed. This prevents duplication of effort and verifies adequacy of the information. ESF 5 - Information and Planning is the single point to consolidate and evaluate damage assessment information. This assessment is formatted using State Damage Assessment Forms to facilitate rapid dissemination of information.

5. Walk-through Inspection: The Walk-through

Inspection is much more intensive. This is a structure-by-structure damage assessment conducted by County Building Inspectors and mutual aid augmentees. This information is compiled through the Office of the Property Appraiser in EOC and relayed to State agencies. ESF 5 compiles information collected on both private and public damage. The RIAT supplies information as well as those conducting Windshield Tours. Determining the extent and level of damage is important in supporting a disaster declaration. Using the criteria for (minor, major, catastrophic) disasters, ESF 5 applies the current damage assessment to the situation. Damage to public structures, critical facilities and impact to public welfare is assessed through ESF 5. Using the state criteria for collecting damage information and database of critical facilities allows estimates for determining damage impact on the population. When these assessments are developed, they are briefed to EOC and State ESF 5 officials.

6. Assessing Economic Injury: Two methods exist to assess economic injury. The first extrapolates actual damage against existing studies. Actual surveys of recovered business and receipts are the second.

7. The results of these assessments will be used to determine possible infrastructure recovery project. The staffing for this function is provided by ESF 3 agencies for county purposes. ESF 3 also maintains and forwards data to appropriate state and federal agencies and attends “Kick-Off Meetings” as appropriate.

B. Recovery Actions

1. Initial Actions: The Recovery Phase begins during the response phase by initiating a damage assessment of the residential, government and business sectors. The purpose is to determine the need for and administer programs to restore residential, governmental and business communities to their pre-disaster level of functioning and administer programs to mitigate the consequences of future disasters.

a. Monitor the disaster event and analyze available information regarding disaster conditions.

b. Identify staging areas.

c. Determine number and location of casualties.

d. Determine immediate life safety concerns.

e. Identify medical facility status.

f. Identify critical facility status.

- g. Damage assessment.
- h. Communications system status.
- i. Brief state and local officials.
- j. Determine primary roads status.
- k. Monitor for additional weather warnings.
- l. Hazardous materials spills and clean up.
- m. Mass casualty plans.
- n. Identify locations for the Disaster Assistance Centers and notify the Deputy State Coordinating Officer-Recovery who will in turn notify FEMA.
- o. Assemble and brief DEM recovery staff.
- p. Place recovery support personnel on stand-by status, as necessary. Brief personnel on disaster conditions and potential for deployment.
- q. Establish liaison with recovery staff in SEOC.

2. Continuing Actions

- a. Maintain coordination with the federal recovery staff.
- b. Provide staff to the DFO as necessary.
- c. Maintain liaison with the SEOC and other county EOC to monitor disaster conditions.
- d. Administer federal and state disaster assistance programs and make recommendations to the SCO regarding continued staffing.

3. Disaster Assistance and Recovery Programs

Many programs exist, both State and Federal, to provide disaster victims with assistance. This includes public assistance for government and non-profit agencies, individual assistance for families and individuals and hazard mitigation grants programs to help communities mitigate future disasters. A comprehensive explanation of these programs may be found in Disaster Assistance: A Guide to

Recovery Programs FEMA 229. This document is available at the Division of Emergency Management.

If the emergency situation is beyond the capability of municipal and County resources, the Situation Report will be used as a means of advising the Governor of the extent of damages within Santa Rosa County. This information will be used by the Governor to determine state assistance or possible request for federal assistance and a Presidential Disaster Declaration.

a. County Recovery Assistance: Santa Rosa County is the first source of disaster response and recovery assistance and is the responsibility of the Emergency Management Director for purposes of overall coordination. When local resources are insufficient to cope with the damage, loss, hardship or suffering from a disaster, state and federal programs may provide direct assistance to affected local governments and/or individuals.

Santa Rosa County must specifically request this assistance. It is essential that local authorities be aware of and understands their roles and responsibilities in relation to state and federal assistance programs and cognizant of the conditions and limitations associated with these programs.

b. State Disaster Assistance: Chapter 252, Florida Statutes, establishes the Emergency Management Preparedness and Assistance Trust Fund (Trust Fund) to support state and local emergency management activities. The Trust Fund is funded through an annual surcharge imposed on homeowners and business insurance policies. Twenty percent of this Trust Fund is reserved, by Statute, to provide for State relief assistance for non-federal declared disasters; including, but not limited to, grants and below-interest rate loans to businesses for uninsured losses resulting from a disaster.

The Florida Division of Emergency Management (DEM) is charged with the responsibility for developing administrative rules to establish and implement this state disaster relief program. Once adopted, these rules will establish thresholds, allowable reimbursable costs, cost-share ratios, etc. Accompanying these rules will be an administrative plan that will detail the specifics of this state relief program. When promulgated, these rules should incorporate certain general considerations, including:

- (1). The magnitude of affected population;
- (2). The impact on a jurisdiction's existing financial resources;
- (3). The availability of other sources of relief;
- (4). The assistance to individuals;

(5). The assistance to public entities; and

(6). The assistance to private businesses.

c. Federal Disaster Assistance: "The Robert T. Stafford Disaster Relief and Emergency Assistance Act", Public Law 93-288, as amended (Stafford Act), was enacted by the Congress of United States to supplement the efforts of state and local governments during and after a Presidential Declaration for emergency or major disaster. The Stafford Act was not intended to provide 100% reimbursement for all damages incurred during an emergency or disaster, but permits federal assistance, when the state and local governments have exhausted their resources and capabilities.

d. Public Assistance: Following a Presidential Disaster Declaration, the Governor's Authorized Representative will conduct "Kick-Off Meetings" for all potential applicants for public disaster assistance. The GAR will notify each applicant of the date, time and location of the briefing. Applicants will file a Notice of Interest. SRC Division of Emergency Management offers public agencies documents to assist agencies in filing for public assistance. The SCO establishes a Public Assistance Office at the DFO. The county in turn will designate a point of contact and office for public and not-for-profit organizations to submit requests for public assistance.

e. Individual Assistance Programs: Immediate human needs (food, shelter, clothing) are typically handled by the American Red Cross and other mass care agencies during the response phase. State and federal recovery assistance is available to individuals, families and businesses by making application to FEMA and/or other appropriate agencies. The Individual & Family Grant covers housing, property loss, transportation losses & medical expenses.

C. Recovery Site Locations

1. RIAT Landing Zones: Refer to latest RIAT Operation Plan (FLNG-RIAT) published by DCA/DEM and FLNG.

2. Disaster Recovery Centers (DRC)

a. To distribute federal and state aid programs, a DRC is opened in the disaster area. Once selected, equipped and staffed, these will open to the public. They remain open based on need. A DRC may be established in the county following a Presidential Declaration of a major disaster. Each center will provide a single location where disaster victims can get information and referrals about all federal, state & local aid programs. They can also receive assistance in completing their paperwork or check the status of their applications. However, they must actually apply by telephone, not at the DRC. (If phone

service is not available, phone banks can be set up).

b. In the event of a major disaster, the DRC will be established by FEMA. Santa Rosa County supports the DRC by providing staff from:

- (1). Public Health Department
- (2). Community Services Department
- (3). Department of Agriculture and Consumer Services
- (4). Santa Rosa County Public Works Department
- (5). American Red Cross
- (6). Salvation Army
- (7). Other relief agencies

c. The EOC coordinates the opening, equipping and staffing through various county agencies. Usually the State DRC coordinator will ask the county if a DRC is needed and if so the county will select from the pre-identified DRC sites.

d. Schools identified as potential DRC are also critical facilities and may be dual tasked as shelters. Damage to these facilities must be identified quickly and if not repairable enough operate a DRC, an alternate site will be identified. If no pre-identified DRC is usable, then Emergency Management will be tasked to identify an alternate site using the Federal DRC facility criteria.

e. A major part of disaster recovery is settling claims between victims and insurance companies. As such, a representative designated by the Insurance Commissioner is available in the EOC. The insurance industry is developing a consortium to expedite damage assessment and claims processing. By providing access into disaster affected areas they can settle claims and provide resources to victims. Disaster recovery is accelerated by the injection of claim settlements into the area economy. Additionally, insurance companies are developing plans to deploy life-supporting resources into the area for victims. Relieving this burden from government greatly contributes to the immediate needs and long-term recovery.

f. The insurance company representative in the EOC

will assist in expediting access of insurance adjusters into stricken areas and also ensure the availability of insurance representatives in the DRC as required. As the numbers of disaster victims applying for assistance declines, the State and Federal Deputy Coordinating Officers for Recovery, acting upon recommendations from the State Coordinating Officer, Federal Coordinating Office and state decide whether to close a DRC. The state and Federal IAO will work with the public information officers to prepare a press release to advise the public that a DRC site will close. The effective date of the DRC closing, as well as a listing of remaining open DRC sites, will be included in the release.

3. Disaster Field Office (DFO)

a. Within four days of a Presidential disaster declaration, a DFO may be established. When disaster strikes necessitating a federal disaster declaration, a Disaster Field Office will be set up. This is located on the fringe of the affected area. This office could be set up in Santa Rosa County, even if no damage exists in the county, to support the disaster efforts in other counties. The county may be tasked to assist in selecting and activating the DFO.

b. Coordination of local, State and Federal resources will be maximized if decision makers and their support staff can be co-located within the DFO. Every effort will be made to procure sufficient space within or nearby the DFO to allow for the relocation of joint Federal and State command and ESF staff members. State personnel in the DFO will consist of State agency representatives. When a site is selected, Emergency Management provides a liaison point of contact. The Emergency Management Director will be responsible for coordination with the SEOC regarding the location of a DFO within Santa Rosa County at the time of need for such a center. Location will be dependant on staff size and anticipated length of occupancy of a DFO.

4. Staging Areas

Each ESF discusses general staging area principals or actual locations, as necessary.

A primary staging area for outside resources being brought into the county at the request of the Emergency Management Director through the SEOC will be located at the complex consisting of Peter Prince Field (30 Deg., 38 Min., 10 Sec. N/86 Deg., 59 Min., 41 Sec. W) and the Santa Rosa Industrial Park (30 Deg., 37 Min., 58 Sec. N/86 Deg., 59 Min., 3 Sec. W) that are located on US Highway 90 East, 3 Miles East of City of Milton and 1 Mile north of I-10. The Coordinator for airport is the County Engineer and for Santa Rosa Industrial Park is the Director, Santa Rosa Economic Development Council.

An alternate location is Avalon Industrial Park (30 Deg., 35 Min., 8 Sec. N/87

Deg., 5 Min., 18 Sec. W), which is located approximately three and one-half miles north of Exit 7 on Interstate 10 and 1.5 miles south of US Highway 90 at the intersection of Avalon Boulevard and Mulat Road near Garcon Point Bridge. Since this site is private property and is used by permission, the Coordinator is the current owner.

D. Human Services

1. Local DRC Establishment and Information

FEMA/GSA has certain criteria regarding buildings & security. Also, in the request made to counties for pre-identification of DRC sites, county list equipment and supplies they can provide (tables, chairs, phones, fax, security, janitorial service, etc). See Figure 1 - Disaster Recovery Center Site worksheet.

The Emergency Management Director or his designee will serve as the liaison for DRC coordination in pre- and post-event situations for DRC and DFO.

DRC are anticipated to be available and operational within 72 hours of the disaster event. They are located at public buildings where public restroom facilities are handicap accessible and parking are adequate. Locations are on main thoroughfares in their communities and their locations are commonly known. These facilities are considered Critical Facilities, which indicates priority in utility restoration. These facilities should have central air conditioning and heating.

Publicity concerning opening of DRC and DFO will be coordinated through ESF 14 - Public Information.

2. Local resources that may provide informational/referral in the DRC. Non-profit supporting agencies identified throughout the Santa Rosa County ESF Plan and others throughout the community may be able to provide valuable services to disaster victims. This would include the American Red Cross and the Santa Rosa County Public Health Unit. ESF liaisons at the EOC will determine which supporting agencies may be able to provide valuable assistance and provide information to the Emergency Management Director. ESF 15 - Volunteers and Donations will screen supporting agencies in the ESF for additional non-profit services not otherwise identified. The Emergency Management Director will determine the volume of space available at DRC locations and make final determinations as to which agencies should locate in RO.

3. Methods for establishment of feeding and distribution sites:

Fire Stations or other appropriate buildings as determined by the Emergency Management Director will be utilized as feeding and distribution sites based upon community need and resource availability. This will be done in concert with ESF

6 - Mass Care and ESF 15 - Volunteers and Donations.

4. Temporary Living Areas

a. The American Red Cross has the primary responsibility for the sheltering of individuals on short-term basis within Santa Rosa County, usually less than 30 days. . ESF - 6 Mass Care provides details regarding establishment of shelters. Appendix 8 to Annex C provides detailed information pertaining to the Santa Rosa County Shelter Program.

b. Once a presidential disaster declaration is made, federal housing assistance is anticipated for those displaced for a long-term from homes. Payment vouchers through the Individual Assistance Program (IA) may be made available to qualified individuals in order to make rental payments while housing is being reconstructed. Travel trailers are sometimes provided by FEMA to serve as temporary living quarters while reconstruction is occurring. The private sector housing markets may play an important role in providing temporary housing, according to disaster magnitude.

DISASTER RECOVERY CENTER SITE WORKSHEET

County Name:

County director:

Telephone & Fax Numbers:

PROPOSED RECOVERY CENTER LOCATIONS #1

Building Name:

Address:

Square footage available: _____ Estimated Parking capacity: _____

Accessible for Disabled: YES ____ NO ____
Heating / Air Conditioning systems functional: YES ____ NO ____
Located in a Special Flood Hazard Area (SFHA): YES ____ NO ____
Phone / Fax lines available: YES ____ NO ____
Restroom facilities available: YES ____ NO ____

PROPOSED RECOVERY CENTER LOCATIONS #3

Building Name: _____

Address: _____

Square footage available: _____ Estimated Parking capacity: _____
Accessible for Disabled: YES ____ NO ____
Heating / Air Conditioning systems functional: YES ____ NO ____
Located in a Special Flood Hazard Area (SFHA): YES ____ NO ____
Phone / Fax lines available: YES ____ NO ____
Restroom facilities available: YES ____ NO ____

PROPOSED RECOVERY CENTER LOCATIONS #3

Building Name: _____

Address: _____

Square footage available: _____ Estimated Parking capacity: _____

Accessible for Disabled: YES ____ NO ____
Heating / Air Conditioning systems functional: YES ____ NO ____
Located in a Special Flood Hazard Area (SFHA): YES ____ NO ____
Phone / Fax lines available: YES ____ NO ____
Restroom facilities available: YES ____ NO ____

Please check items the county will be able to provide at each of the above locations:

_____ 15 tables _____ 75 chairs
_____ Security on site _____ Telephone lines
E. _____ Community Relations Program/Unmet Needs

1. Community Relations Teams are deployed to disseminate information and collect data to assist disaster affected communities and individuals in receiving the assistance to which they are entitled. The primary functions of these teams are to identify and report unmet human needs and to inform disaster victims of the disaster assistance programs and the tele-registration process.

2. A portion of the above program involves the insurance available to stricken residents. The Florida Insurance Council is part of a joint venture that includes the Division of Emergency Management and the Department of Insurance allowing the insurance industry to participate during activation of the State Emergency Operation Center to interface with county emergency management. In Santa Rosa County, a representative has been appointed by the Department of Insurance and will be present in the EOC during activations.

3. Reconstruction Information Centers will serve as a one-stop information and permitting point for coordination, technical assistance and reconstruction expertise assistance in recovery and mitigation activities. These centers will be staffed by agencies with reconstruction and/or permitting responsibilities.

4. Unmet Needs Committee will meet to help identify unmet needs and possible assistance. They will be comprised of volunteer agencies, private sector representatives and governmental agencies. At the county level, Unmet Needs are coordinated by ESF 15.

F. Infrastructure

1. Identification and Notification of Potential Applicants for the Public Assistance and Hazard Mitigation Programs Public Assistance (PA):

a. Potential applicants are determined by repetitive loss reports and, due to the magnitude of possibilities, are not pre-designated.

b. Once a presidential, SBA or other disaster declaration is made, all agencies will be apprised of the availability of federal funds under the Public Assistance categories through a memo or other communiqué from the Emergency Management Director via ESF 14 - Public Information to the departmental/agency directors. Confirmation of receipt is received via fax machines. If confirmation is not received, a direct voice telephone call will be made to the agency/department

Eligible categories for PA monies include:

Emergency Work -

Category	Classification
A.	Debris Clearance
B.	Emergency Protective Measures

Permanent Work -

Category	Classification
C.	Road Systems
D.	Water Control Facilities
E.	Building and Equipment
F.	Public Utility System
G.	Other

2. Agencies shall document expenses on Project Worksheets and are eligible per FEMA guidelines for reimbursement.

3. Categories C through G above indicate activities where PA funds can be used for mitigation purposes. Each participating agency should evaluate reconstruction of facilities so as to minimize or eliminate repetitive damage.

F. Disaster Team Support: The EOC will not only have to assist and support county agencies in administering the disaster efforts, but many teams will arrive from out-of-county to assist. Below is a summary of the teams projected to arrive after a disaster.

1. Forward SERT: When the state EOC is activated and a disaster is imminent or occurred, state DEM representative(s) are assigned to threatened areas. An Advance Recovery Liaison (ARL) would probably be deployed to the county and may be with or instead of DEM Area Coordinator. If warranted, additional state representatives would arrive to serve at the Forward SERT. This team supports the field activities of the SERT at the state EOC. The operating location for this team is the county EOC. When this team arrives, the county and state counterparts should meet and organize the recovery objectives.

2. RIAT: State and Federal RIAT teams will arrive post-disaster to assess critical lifeline and life safety needs. This team is self-contained but will need liaison support and an operating facility. Emergency Management is the point of contact for RIAT coordination. These teams rely on helicopters for transport and to assess critical sites. RIAT may require local augmentation.

3. HNAT: State Human Needs Assessment Teams also go out as soon as safety permits, usually within the first 24 hours. They will quickly assess and report back to county and state on immediate human needs. These same teams later transition into Community Relations workers.

4. RRT: A mix of state, county personnel and volunteers to assist local emergency management with the reception of outside resources. This includes mutual aid, donations, individual volunteers and agencies. These teams,

once organized in the disaster area, will operate at the EOC, staging areas and elsewhere as directed.

5. Elected Officials: The potential always exists for the arrival of a state or federal elected officials and may include the President. If this occurs, recovery priorities may change in response to the planning, preparation and reception of the entourage.

6. Strike Teams: These are teams composed of law enforcement, public works emergency medical services, etc. They are staffed and equipped by counties who are part of the state mutual aid agreement. These teams are self sufficient for up to one week in the disaster affected area. They provide immediately needed government services based on specific needs.

7. Comfort Stations: These are locations that are established in the disaster area to provide basic comforts to disaster victims and relief workers. Services include food, water, medical services, ice, showers, etc. These are based on need and are operated by American Red Cross, Salvation Army, etc. Locations of the stations are coordinated through the EOC.

8. Other Teams: A host of other teams may converge into the disaster area. Each will have varied levels of self-sufficiency. As these teams arrive, operating locations will be selected based on the situation and unique requirements.

G. Debris Removal and Clearance

1. Debris Disposal Sites and Procedures

ESF 3 - Public Works & Engineering provides details regarding procedures for debris removal and prioritization on roadways.

The county Public Works Department's clay pits serve as temporary processing and storage facilities for debris. Road and Bridge Districts are responsible for removal of processed debris to the Santa Rosa County Central Landfill located south of Milton on Dalisa Road.

2. Entry procedures for debris removal from private property by County personnel.

The Santa Rosa County policy for debris removal on private property permits county personnel to enter private property to remove debris when it serves a matter of life and death.

3. Sample debris removal and other emergency period contracts through contracting officer.

See Paragraph V for a sample contract. The Public Works Department is responsible for contracting for debris removal.

H. Insurance Coordination

1. The County Risk Manager is responsible for insurance management and county claims and maintains all insurance documents for departments in the county.

2. The local representative designated by the Florida Insurance Commissioner is available to assist and advise in private insurance matters.

I. Administrative Procedures

Each department director is responsible for following federal Office of Management and Budget rules and regulations concerning federal funds. Grants management efforts (including Project Work sheets) are administered in the county by the SRC Division of Emergency Management. All disaster related grants are reviewed by that Division.

Individual departmental members are responsible for management of records and payrolls within their departments with the Division of Emergency Management being responsible for any necessary review for consistency with state and federal guidelines.

Temporary employees can be hired by Department Directors as necessary pending notification of need for temporary employees to the BOCC. Upon approval, by the County Administrator, Department Directors can hire temporary employees directly. To facilitate notification to the BOCC, Department Directors shall contact the Emergency Management Director and the EOC liaisons in order to coordinate all necessary actions requiring the attention of the County Administrator or BOCC.

In addition, temporary resources may be obtained from other local entities including the municipalities of Gulf Breeze, Jay and Milton as well as the West Florida Regional Planning Council and other county agencies.

J. Utilization of County Building Inspectors

At the time of establishment of Damage Survey Teams at the EOC, County Building Inspectors will be assigned to locations where substantial damage has occurred based upon information received at the EOC during the disaster. Building Inspectors will be thoroughly briefed regarding specific locations to survey, duties and methods of informing the EOC of findings in the field.

Primary method of inspection is anticipated to be on foot. Information will be processed once received in the EOC through ESF 5 - Information and Planning.

K. Development of Project Worksheets Within County Departments

Individual Department Directors are responsible for providing professionals for analysis of Project Worksheets and preparation of documents. All such documents will be approved by the Emergency Management Director before being sent to the State of Florida. This issue is examined within the appropriate ESF.

IV. SAMPLE INVITATION TO SUBMIT PROPOSALS

**INVITATION TO SUBMIT PROPOSALS TO SANTA ROSA COUNTY
PUBLIC WORKS FOR DEBRIS CLEAN UP CREWS**

TO: All Contractors or interested parties:

These crews should consist of

- 1 - loading machine, such as Front-end loader with 4+1 bucket or Knuckle Boom Loader. (Operator to be provided for loader)
- 1 - chain saw man
- 1 - laborer
- 4 - dump trucks _____ cu yd.

Back up equipment should be provided to prevent down time.

Work hours shall be a minimum of 12 hours per day 6 days per week.

Proposal price per hour for complete crew

Price per hour _____

How many crews are available? _____

This proposal shall be submitted in writing.

Please submit by (time), (date).

V. SAMPLE RECOVERY CONTRACT

CLEAN-UP CONTRACT

This CONTRACT is entered into on this the _____ day of _____, 1995, between SANTA ROSA COUNTY, a political subdivision of the State of Florida, hereinafter called County" and _____, hereinafter called

"Contractor"

NOW, THEREFORE,

IN CONSIDERATION of the mutual covenants hereinafter set forth, parties set forth the terms of their agreement as follows:

1. The Contractor shall perform all work as specified or indicated in the attached Exhibit A.
2. The Contractor, at his own cost and expense shall perform all work and shall furnish each and every item of labor, together with all materials, tools, supplies, equipment, machinery, and means of transportation necessary to fully complete the work as described in the contract proposal to the satisfaction of the County and its designated representatives, who shall have at all times full opportunity to inspect the materials to be furnished and the work to be done under this contract.
3. Work hours to be established by the Public Works Director.
4. Prior to beginning any work which is the subject of this contract, the Contractor agrees to provide the County with a certificate of Insurance in the form satisfactory to the County which provides for general liability in an amount not less than \$300,000 Combined Single Limits for bodily injury and property damage and Workers Compensation coverage.
5. County shall pay the Contractor, for all work completed in accordance with this Contract to the satisfaction of the County, within twenty (20) days after submittal of invoice for payment and inspection/approval of job by the County. Should the Contractor fail to properly perform the work described in Exhibit A, the County will withhold any payment until such inadequacies are corrected. Upon final completion of work to the satisfaction of the County and settlement of all claims, County shall pay the contract price to the Contractor. The County may terminate this contract at any time that the County determines that the Contractor is not providing timely or proper service.
6. Contractor agrees to defend, indemnify and hold county and owner, individually and jointly, harmless from and against any and all manner of actions, causes of action, suits, debts, accounts, damages, claims of negligence, and any demands whatsoever which any person, firm or other entity may or might have or acquire from Contractor's performance of or failure to perform any work pursuant to related to this Contract, or from the performance or failure to perform of any of Contractor's employees, agents, subcontractors, assignee(s), delegates or other representatives, whether employed directly or indirectly and regardless of nomenclature.

7. Contractor is familiar with all of the terms and conditions of this contract and his responsibilities, indemnities and guarantees contained herein.

8. This contract represents the entire and integrated agreement between the County and Contractor and supersedes all prior negotiations, representation or agreements, either written or oral. This contract may be amended only by written instrument signed by authorized representatives of all parties.

IN WITNESS WHEREOF, the parties hereto have executed this Contract on day and year first above written.

BOARD OF COUNTY COMMISSIONERS

SANTA ROSA COUNTY, FLORIDA By _____
Chairman

ATTEST:

Clerk
CONTRACTOR:

By _____

Firm Name:

Address:

Occupational License No. _____